

CENTRAL MAINE POWER COMPANY
EXAMPLE OF CUSTOMER SERVICE AND RELIABILITY INDEX
PENALTY CALCULATION

Docket No. 99-666

Based on eight indicators, each worth 12.5 points

| <u>Indicator</u> | <u>Baseline</u> | <u>Actual</u> | <u>Calculation of Point Deduction</u> | <u>Point Deduction¹</u> |
|--|------------------------|----------------------|--|---|
| CAIDI ² | 2.58 | 2.68 | (actual – baseline)/baseline x 12.5 | .5 |
| SAIFI ² | 1.8 | 1.85 | (actual – baseline)/baseline x 12.5 | .3 |
| Complaint Ratio ³ | 1.17 | 1.26 | (actual – baseline)/baseline x 12.5 | 1.0 |
| % Business Calls Ans. ⁴ | 80% | 82% | (baseline – actual)/baseline x 12.5 | 0 |
| % Outage Calls Ans. ⁴ | 80% | 85% | (baseline – actual)/baseline x 12.5 | 0 |
| New Service Install. ⁵ | 93% | 93% | (baseline – actual)/baseline x 12.5 | 0 |
| Market Responsiveness ⁶ | 100% | 100% | (baseline – actual)/baseline x 12.5 | 0 |
| Call Center Serv. Quality ⁷ | 84% | 80.6% | (baseline – actual)/baseline x 12.5 | .5 |
| | | | | <u>2.3</u> |

Total Point Deduction = 2.3

Total Penalty @ \$400,000/point = \$920,000

¹ Point deductions cannot be negative.

² CAIDI and SAIFI are defined and calculated in accordance with IEEE Std 1366-1998.

³ Complaint ratio is based on the number of complaints opened by the MPUC Consumer Assistance Division per 1000 customers. The customer count is as published in CMP's Annual Report for the previous year.

⁴ Percentages of business calls and outage calls answered within 30 seconds are calculated by dividing the number of calls answered within 30 seconds by the total number of calls received.

⁵ The new service installation indicator is calculated by dividing the number of new services energized by the date promised by the total number of new services energized.

⁶ The market responsiveness indicator is calculated by dividing the number of enrollments processed within the required timeframe by the total number of complete and correct enrollments received from competitive electricity providers.

⁷ The call center service quality indicator is calculated as follows: The number of customers who respond "yes" to the knowledgeability question in a given year is divided by the number of customers who actually answer the knowledgeability question in that year to get a percentage; the number of customers who respond "very satisfied" to the overall satisfaction question in that year is divided by the number of customers who actually answer the overall satisfaction question in that year to get a percentage; these two percentages are then averaged to get the actual indicator for that year.